

Long Term Care Ombudsman Program (LTCO)

MISSION: To mediate disputes, identify and investigate complaints, and advocate for the rights of nursing home and assisted living facility residents. Promote the improvement of conditions in long-term care facilities through education, empowerment of families, residents and the Baltimore city community allowing individuals to make informed choices.

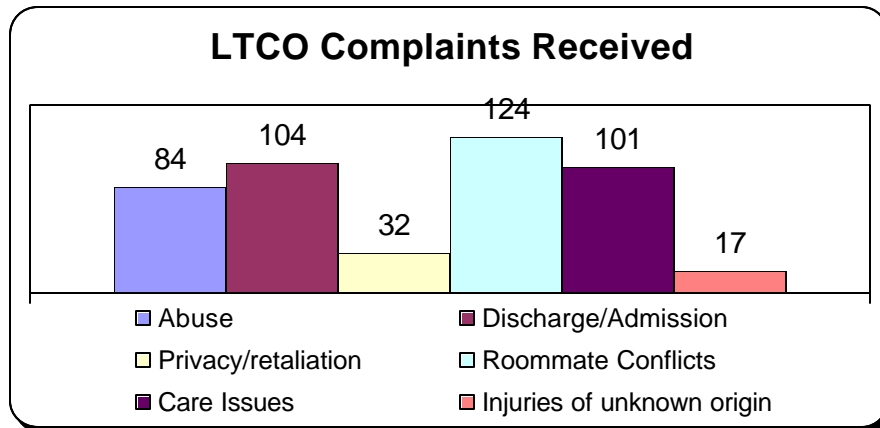
ACCOMPLISHMENTS:

- Awarded a grant from the Maryland Department of Health and Mental Hygiene (DHMH) to conduct a demonstration project in Baltimore city nursing homes. Grant entitled “Changes in Attitude, Changes in Behavior provides in-service training for nursing home facility staff to identify and change problematic attitudes in order to reduce abusive demoralizing behavior towards residents.
- Created a forth Ombudsman position allowing CARE to more efficiently and proactively meet the needs of vulnerable residents’ in Baltimore City’s long term care facilities.
- Improved the working relationship with long term care facility regulatory agency, the Office of Health Care Quality) through effective and regular communication addressing cases involving abuse, quality of life issues and facility trends.
- Acknowledged by the Maryland Department of Aging following an annual monitoring evaluation for making program modifications to enrich the program and services provided by Ombudsmen in Baltimore City.
- Hosted an awards event to honor volunteers in Baltimore city nursing homes during long term care Residents’ Rights Week.

CHALLENGES AND OPPORTUNITIES:

- Conduct routine in-house intensive training of Long Term Care Ombudsman to enhance staff growth and development to better serve Baltimore City residents.
- Participate in collaboration with the Office of the Attorney General, Education Division and other local ombudsman programs to conduct a major training initiative for assisted living facility owners and staff at a large venue in Baltimore city.
- Participate in recently initiated regional quarterly meetings with the Office of Health Care Quality and the Baltimore County Long Term Care Ombudsman Program to discuss problems, concerns, common trends in long term care and regulatory issues.
- Continue to improve and increase the volunteer component of the ombudsman program to allow volunteers to assist with complaint investigations, friendly visits, quality of life and quality of care issues experienced by long term care facility residents. Volunteer recruitment drive in collaboration with the American Association of Retired Person (AARP) planned for FY2006.
- Explore additional grant opportunities to assist Baltimore city long term care facility residents’ achieve the highest quality of life possible through our promotion of family empowerment and making informed choices.

Six of 128 complaint categories -10/1/04-9/30/05
Total cases received - investigation initiated during this period: 612



Client Services Division

Client Services Division manages those areas that directly impact clients' lives and livelihood, i.e., case management which includes Medicaid Waiver Services and the Public Guardianship, and housing services.

Medicaid Home And Community-Based Waiver For Older Adults

MISSION: To enable older adults to remain in a community setting even though their advanced age or disability would warrant placement in a long term care facility. The Waiver allows services, which are typically covered by Medicaid only in a nursing facility, to be provided to eligible persons in their own homes, or in assisted living facilities. These services include: assisted living; personal care; home-delivered meals; environmental assessments and accessibility adaptations; assistive devices; respite care; behavioral consultation; family and consumer training; dietitian/nutritionist services; personal emergency response systems; and Senior Center Plus.

ACCOMPLISHMENTS:

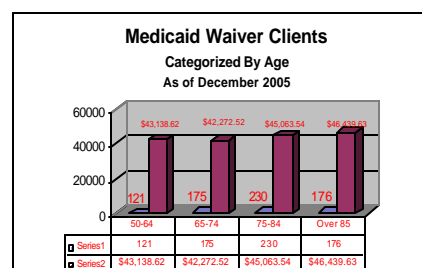
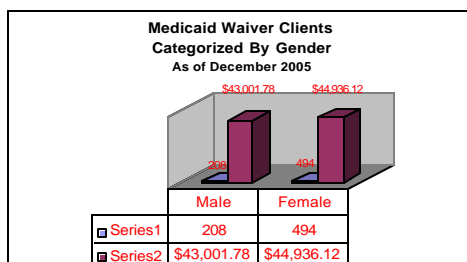
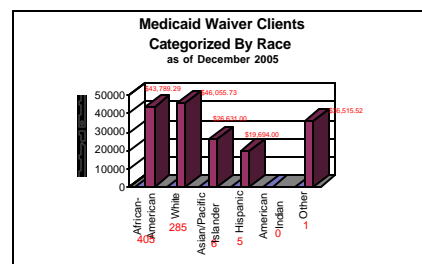
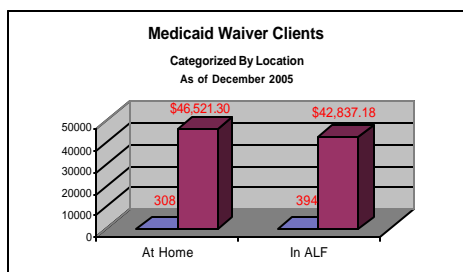
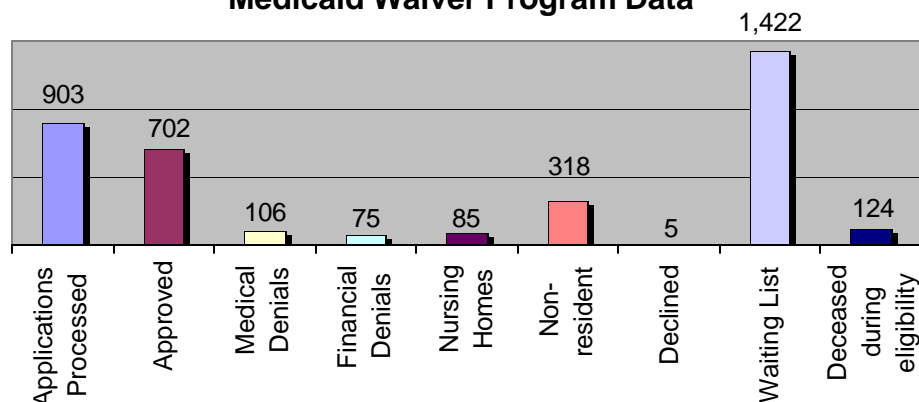
- Enrolled 702 participants by the end of 2005.
- Processed a total of 903 applicants as a result of significant improvements in streamlining the eligibility process.
- Received approximately 25% of the total Medicaid Waiver slots available state-wide, which roughly corresponds with the population demographics for the state.
- Maintained 40% of the participants in their homes where they are being cared for by familiar persons as well as personal care aides and are afforded the opportunity to maintain their independence.
- Maintained the average participant in the community at a rate of care which did not exceed \$46,500, although stated cost neutrality for maintaining an individual in the community is 58, 101.

- Demonstrated significant improvement in program performance and management, consequently an Inspection of Care (IOC) audit by the Department of Health and Mental Hygiene was waived in 2005.
- Hired 3 additional case managers to accommodate the growing number of participants, resulting in staff stabilization and continuity of services.
- Implemented a process to improve internal management to maximize resources by immediately distinguish CARE clients from the general client population. Senior Care and Guardianship clients' records are flagged.

CHALLENGES AND OPPORTUNITIES:

- Develop and implement internal training curriculum for staff development to enhance program functions and the quality of case management provided. Staff will receive training from other professionals and programs.
- Advocate for increased Medicaid Waiver services dollars to benefit the older adults in Baltimore City.
- Provide in-service training to nursing home and hospital social work and other staff, as appropriate, about the programs and opportunities for vulnerable populations.

Older Adult Community-Based Medicaid Waiver Program Data



Public Guardianship

MISSION: To provide life management services to individuals age 65 and older, who have been adjudicated as disabled by the Circuit Court for Baltimore City ensuring that individuals have access to professional care, counsel and treatment to meet medical and social needs. Additionally, insure that public guardianship is considered as the last resort alternative for individuals without a surrogate decision maker.

ACCOMPLISHMENTS:

- Decreased isolation of older adults by utilizing para-professionals to assist with providing escort services for community clients to various activities and medical appointments.
- Received 185 referrals; through thorough investigation and pro-active intervention negated being appointed for 57 cases.
- Maintained the more challenging and borderline clients in the community after an intense adjustment period.
- Worked with hospitals, nursing homes and attorneys on alternatives to the appointment of a public guardian.
- Utilized a multidisciplinary case management team approach to enhance problem solving, coordination of quality service delivery and implementation of specialized services.
- Coordinated monthly unit meetings with all client services staff to discuss issues, share resources and maximize services.
- Established expert, professional teams comprised of case managers from different disciplines and levels of experience.
- Maintained staff longevity which increases cohesiveness of case management and implementation of policies and procedures. 3 staff have been promoted internally and two social workers have been hired to perform case management responsibilities.

CHALLENGES AND OPPORTUNITIES:

- Continue to provide in-service training and individualized staff development curriculum to enhance staff performance.
- Develop plans of care with caregivers and client involvement balancing client needs with available cost-effective resources.
- Provide more in-service training to community to provide awareness on how to best utilize the program.
- Enhance the professional relationship with the mental health systems to coordinate a plan of action to address appropriate resources to support community providers with mental health management
- Utilize computer technology (laptop) to maintain on call information for more efficient management and data control.
- Solicit an experienced attorney to represent the Guardian when contesting cases and additional court authority is needed.
- Develop partnership with representatives from the prison re-entry programs to deal effectively with seniors who are being released from the prison systems.

- Partner with MDoA to solicit state funds to assist with burial arrangements for indigent clients.
- Hire an additional social worker to perform initial investigations and assessments.

Senior Assisted Living Group Home Subsidy Program (Salghs)

MISSION: To provide moderate to low-income older adults with access to quality assisted living in small group homes providing care to 4 to 16 residents. Services include: meals; personal care; support services; and 24-hour supervision for elderly residents who are frail and unable to live independently. Using subsidy dollars provided by the state of Maryland, CARE pays up to \$550 per month towards the cost of these services.

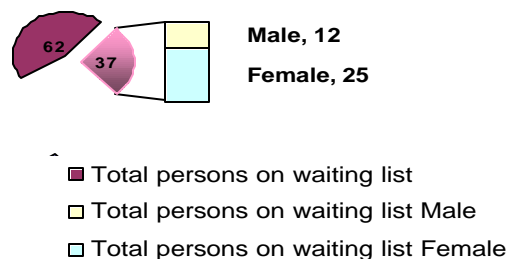
ACCOMPLISHMENTS:

- Provided subsidies to fifty-five (55) older adults to assist with living costs under the SALGHS program.
- Maintained contracts with eight (8) providers to participate in the subsidy program.
- Obtained a 50% reduction in Provider Liability Insurance with the City from \$1,000,000 to \$500,000 annually.
- Increased enrollment in a newly established kosher facility.

CHALLENGES AND OPPORTUNITIES:

- Increase the provider base to at least five additional providers in 2006, to enable program expansion of the SALGHS program to accommodate the needs of persons desiring community based options for care.
- Increase provider education regarding assisted living program requirements.
- Advocate for continued reduced Provider Liability Insurance with the City.
- Advocate for legislative changes to increase funding allocation to the City for the SALGHS program, and for an increase in the subsidy amount (from \$550.00 to enable greater access and affordability).

SALGHS Program Data



Community Services Division

The Community Services Division manages those programs and services that focus on wellness and community-based activities and events that enhance an individual's well being. This includes programs and activities such as Senior Centers, Nutrition Sites, Transportation Services, Adult Day Care Services, Senior Center Plus Program, Caregiver Services, and Intergenerational programming (Ages on Stages).

MISSION: To promote health, independence and vital aging for older adults in Baltimore City through life learning opportunities, recreation, socialization, engagement and education, while ensuring access to activities, therapeutic and structured programming, and support services including services caregivers and to grandparents.

Senior Centers



MISSION: To serve as the focal point for services to older adults in the community while moving towards meeting their physical, emotional and social needs through programming and services that promote wellness, foster a sense of independence, self-worth and self-efficacy, enhance the quality of life for all, and promote successful aging.

ACCOMPLISHMENTS:

- Increased membership in four public senior centers by 15% with the promotion of new programming and the renovation of two centers (Oliver and Sandtown-Winchester Senior Centers). Actual enrollment in CARE operated senior centers has grown to over 3,000 participants in 2005.
- Initiated the use of the Universal Participant Tracking (UPT) cards in March, 2005. Members at participating senior centers are issued a “swipe” card which is utilized at the various centers. When electronically swiped, the card tracks units of service (activities) at any of the centers. These services include scheduled classes and meals provided through the Eating Together in Baltimore (ETIB) congregate meal program.
- Coordinated with a consultant to evaluate the 14 funded senior centers (4 of which are operated by CARE) to develop a strategic plan to provide a blue print for sustaining senior center programs in light of State and Federal funding reductions. The goals of the strategic plan include: 1) Coordination of programming while instituting evidence-based programs through research and evaluation; 2) Diversification of Resources through fund-raising, partnerships and developing grant writing capacities; 3) Community Outreach to identify senior centers as focal points for information and socialization within the community for older adults and family caregivers; and 4) Coordination of a comprehensive and organized transportation service for older adults in Baltimore City.
- Explored accreditation of Senior Center Programs in spring, 2005. CARE will move forward with the accreditation of its 4 public senior centers and will encourage other senior centers in the City to seek accreditation, ultimately enhancing the quality of services to our older adults in Baltimore City.
- Addressed topics of concerns voiced by center members and community older adults by hosting a number of public forums at various centers. Topics of concern included: proposed changes to the various MTA bus routes and the impact changes will have on older adults; Medicare Part D implementation; White House Conference on Aging agenda items; and other topics of interest.
- Out-stationed support staff in 8 senior centers throughout the City, in response to Medicare Part D education, outreach and enrollment needs.
- Held a press conference at the Oliver Senior Center with the Mayor, Health Commissioner and the Executive Director to announce the partnership between CARE and Baltimore City Health Department to develop a Surveillance and Response Initiative to ensure that Medicare Part D beneficiaries successfully enrolled in the most appropriate prescription drug plan, or were linked to an appropriate plan.
- Participated in the Farmer’s Market Program which provided vouchers to older adults in Baltimore City allowing participants to purchase nutritious produce at the various Farmers’ Market locations in Baltimore City. This program has been an

annual project sponsored by the Department of Agriculture and serves and approximately 4,100 older adults and their families.

- Partnered with various private and public community-based organizations such as the Johns Hopkins University (JHU) Center for Community Health; the Baltimore City Health Department; The Sidney Kimmel Comprehensive Cancer Center; University of Maryland Medical Center; Department of Recreation and Parks; and a host of others to provide information and screening for older adults, in addition to hosting various health fairs that provided screening for chronic and acute illnesses such as Diabetes, Hypertension, Glaucoma, Colon, Breast and Prostate Cancer and HIV screening.
- Partnered with the Action for Community Enrichment (ACE) Coalition, CARE provided some 3,500 Influenza vaccines and 486 pneumonia to older adults in 2005.
- Finalized plans for the \$7 million Waxter Center renovation project that will improve the centers operations and revitalize the community. Project plans include new heating and lighting system, interior and exterior updates as well as a new park like court yard and new off street parking.
- Kicked-off in May, 2005 a major fund raising initiative for Waxter Center renovations - The 3rd Sunday Jazz/Dinner Show at the Waxter Center. This event showcases local talent in the community while raising funds to support the Waxter Center renovations.
- Initiated a new intergenerational program at the Hatton Senior Center between the Hatton Center Book Club and Highlandtown Elementary School which promotes learning and mentorship among elementary students.
- Increased membership of male participation at the Sandtown-Winchester Center and the Oliver Center by 14%. This increase is attributable to the programming and opportunities offered to the men.

CHALLENGES AND OPPORTUNITIES:

- Review programming and service delivery methods to continue to increase center memberships.
- Initiate process for accreditation of public senior centers and provide technical assistance to the non-public senior centers for same.
- Assess operational and program effectiveness of senior centers using the National Institute of Senior Centers standards and develop an action plan for correcting areas found deficient.
- Review the extent to which senior centers offer multi-generational programs and services to seniors with limited English proficiency and accessibility to older adults with developmental disabilities.
- Launch an initiative to utilize a Universal Senior Center Card, which will enable individuals to enroll as a senior center member and participate in any one of the city's senior centers and take advantage of meals, activities, classes, and all the benefits associated with senior centers; tie the Universal Senior Card to transportation.
- Continue to work toward the construction of the Myrtle Tyler Faithful Senior Center that will be located in the 4500 block of Reisterstown Road.

- Raise private and state funds to supplement the City's funding commitment for renovations of the Waxter Center.
- Assist the Greenmount Senior Center in fitting out its second floor and expanding its services.

Senior Centers Program Data

| | FY'05 (Actual) | FY'06 (Estimated) |
|------------------------|----------------|-------------------|
| Number of Participants | 3,000 | 3,450 |
| Unmet Need | 0 | 0 |

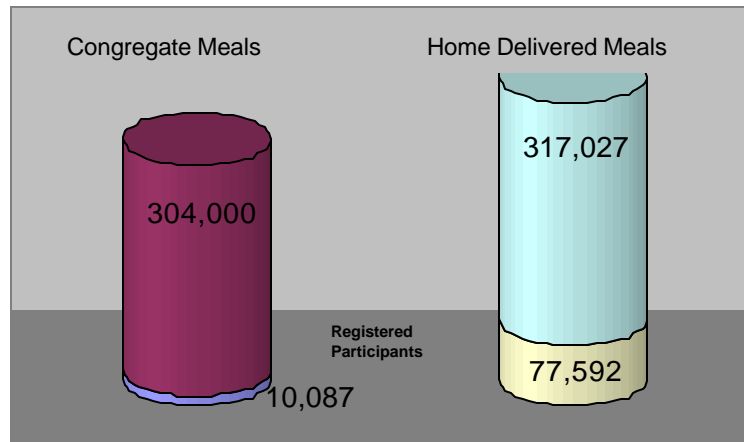
Nutrition Program

MISSION: To provide congregate and home-delivered meals and other nutrition related services, including outreach, access and nutrition education to older persons and individuals made eligible by the Older American's Act. The Nutrition Program contributes significantly in assisting older adults to remain healthy, active and independent in their own homes and in communities.

ACCOMPLISHMENTS:

- Provided meals and an array of services to older adult in Baltimore City through continued partnerships with MJM Innovations, Overlea Caterers and Meals on Wheels of Central Maryland.
- Distributed 304,000 meals through Overlea Caterers to approximately registered participants through the Eating Together Program.
- Served 317,027 meals to Title III participants through Meals on Wheels of Central Maryland.
- Distributed 5,211 shelf stable meals to 63 nutrition sites in preparation for inclement weather.
- Provided nutrition counseling and screenings, individual or group educational sessions, monitoring and training of professionals and caregivers through a licensed nutritionist. Completed 3,500 nutrition screens; 47 individual counseling sessions and monthly nutrition bulletins, and 33 educational group sessions at senior centers and housing sites throughout the city.
- Provided more than 4,100 older adults with vouchers for fresh fruits and vegetables from local growers through the Farmers Market program. Vouchers were valued at \$15.00 each.

Nutrition Program Data



CHALLENGES AND OPPORTUNITIES

- Work in partnership with MDoA to continue a grant from the US Department of Agriculture for the fourth year in a row. Older adults continue to redeem coupons at Maryland's Farmers' Markets from June through October, 2005.
- At the request of the Maryland Department of Agriculture a Baltimore City Senior Center will partner with 2 WIC Clinics in West Baltimore to foster the partnership of seniors and WIC recipients to use fresh fruits and vegetables.
- Implement the AIM software for tracking information services, completing new Nutrition Screening Initiative (NSI) evaluations on all program participants on a yearly basis, increasing the social programming components at the sites, expanding partnerships with community organizations, and opening of sites in under-served communities.

Transportation - Taxicard Program

MISSION: To provide a conduit for Baltimore City older adults and people with disabilities to receive assistance concerning transportation needs and services.

ACCOMPLISHMENTS:

- Provided 4,771 eligible Baltimoreans access to transportation services through the Taxi Card Program.
- Provided stipend to 48 volunteers who participates in the Experience Corps Baltimore, Inc., Project to enable volunteers access to transportation to classrooms to assist in the schools.
- Initiated a strategic transportation plan for older adults in the city
- Held public forums at neighborhood senior centers to address transportation concerns relative to proposed route changes in communities throughout the city.

CHALLENGES AND OPPORTUNITIES:

- Access to affordable, accessible transportation continues to be a major concern for older city residents.
- Intend to increase the Taxi Card subsidy for the upcoming year adding more value to the users card and enable greater access to transportation.
- Continue to advocate for available and affordable transportation services to older adults in the city by working with MTA and the City's Department of Transportation.
- Rising fuel cost and vehicle maintenance contribute to the high cost for transportation services to older adults across the board.
- Explore means to provide comprehensive and cost effective transportation services to older adults.
- Move toward implementing a comprehensive and coordinated transportation plan for older Baltimoreans.

Taxi Card Program Data

| | FY'05 (Actual) | FY'06 (Estimated) |
|-----------------------------------|---------------------------|------------------------------|
| Number of new client cards issued | 364 | 380 |
| Total number of participants | 1,476 | 1,625 |

National Family Caregivers Support Program (NFCSP)

MISSION: To provide information, assistance, education, respite, support and supplemental services to Baltimore City family and grandparent caregivers; and to advocate for caregivers by raising public awareness of the needs and issues surrounding the role and implications of kinship caregiving.

ACCOMPLISHMENTS:

- Provided supplemental services (grants) to caregivers which provided needed financial assistances to compliment care provided.
- Provided services to 779 caregivers with approximately 1,687 units of respite services and 8,886 units of information and assistance and service linkages to assist in their caregiver needs.
- Recognized 50 caregivers and one organization, Family and Children's Services of Central Maryland, for their outstanding commitment to care giving at an annual Recognition Reception. As part of the recognition, awardees are given citations, a weekend stay at the Brookshire Hotel and a \$150.00 check to assist with respite care cost, transportation or meals.

- Partnered with Southwest Airlines to present a selected caregiver with two roundtrip airline tickets to anywhere in the continental United States.
- Provided training opportunity for staff and other professionals working with caregivers at the annual Caregiver Workshop held each fall.
- Awarded a \$66,850 grant as one of three area jurisdictions (Washington Co., Upper Shore and Baltimore City) to meet the care giving needs of an unmet population in their area. CARE has recognized the growing number under-served Hispanic caregivers in Baltimore city and targeted this population. Through this grant, Hispanic families are linked with other support and care services while allowing them to independently access and rely on supportive care within their families and their communities.

CHALLENGES AND OPPORTUNITIES:

- Provide aggressive outreach to continue to meet the needs of under-served and isolated caregivers.
- Create a caregivers webpage as a resource for caregivers to access information, assistance, chat about problems and concerns, ask questions and become part of a network of caregivers.

Caregivers Program Data

| | FY'05 (Actual) | FY'06 (Estimated) |
|-----------------------|-----------------------|--------------------------|
| Information | 4480 | 5000 |
| Assistance | 4406 | 5000 |
| Education and Support | 67 | 200 |
| Respite | 396 | 450 |
| Supplemental Services | 378 | 378 |

Eleanor E. Hooper Adult Day Care

MISSION: To provide quality, structured adult day care services to individuals affected by Alzheimer's disease or other related cognitive impairments. Services available to families and enrollees include respite, recreational and social activities, social work services for resource linkage, one-to-one direct care and assistance with activities of daily living (ADLs), counseling, meals, transportation and nursing care coordination and management.

ACCOMPLISHMENTS:

- Provided an estimated 5,100 days of service to individuals with Alzheimer's disease and related disorders at the Eleanor E. Hooper Center located in a historic site (Casino Building) in southeast Baltimore, Patterson Park.
- Provided subsidies through the Department of Health and Mental Hygiene (DHMH), Office of Health Services grant for participants at 4 other privately

operated Adult Day Care (ADC) centers resulting in an additional 1,774 days of services to eligible Baltimoreans and their families.

CHALLENGES AND OPPORTUNITIES:

- Temporarily relocated the ADC services from the Casino Building to the Waxter Center in anticipation of the long awaited renovations to the Patterson Park site.
- Temporary relocation to the Waxter Center has enabled license capacity to expand from 25 to 30 participants per day, and a possible increase to 40 participants because of the square footage at the Waxter Center.
- Initiate ground-breaking activities for renovations to the Casino Building.
- Increase licensing capacity from 25 to 50 participants per day at the ADC upon completion of renovations. Updates will include a new HVAC system, installation of an elevator, bathing facilities, new kitchen and nurse's station on two levels. Level one will be designed to promote independence and homemaker chores while level two will address the direct care needs for those in the advanced stages of Alzheimer's.

Adult Day Care Program Data

| | FY'05 (Actual) | FY'06 (Estimated) |
|------------------------|-----------------------|--------------------------|
| Days of Service | 7,374 | 7,500 |
| Number of Participants | 41 | 45 |
| Unmet Need | 65 | 100 |

Volunteer And Aging Services

MISSION: To match older adults with meaningful and enriching volunteer opportunities, and to explore special projects and services that connect the agency and older adults to meaningful resources and opportunities.

ACCOMPLISHMENTS:

- Recruited 32 new volunteers in the 2005 calendar year. 2,908 volunteers provided 78,591 hours of volunteer services to help support services to Baltimore.
- Saved the City an estimated \$404,745.00 in paid wages - 724 volunteers contributed 92,000 hours of services to the City, worth \$473,800 (calculated at a rate of \$5.15 per hour).

- Partnered with Baltimore City Public Schools Academy of College and Career Exploration (ACCE) and host a career fair for students interested in the field of Gerontology. 175 students and faculty members attended an event at the Waxter Center. .
- Recognized 135 mothers at the Tremont Hotel in honor of Mother's Day.
- Partnered with the Department of Recreation and Parks, the Baltimore County Department of Aging AARP and the Beacon Newspaper to host Senior Day at Camden Yards. Over 1,000 older adults were in attendance.
- Hosted the Maryland Senior America Pageant at Center Stage Theater. Ten contestants from the State of Maryland competed for the title of "Ms. Maryland Senior America". 375 people were in attendance for this event. Dr. Mable Lake-Murray of Randallstown, Maryland was crowned Ms. Maryland Senior Maryland. CARE's state pageant director accompanied Dr. Murray to the 2005 National pageant held Las Vegas Nevada.
- Disseminated 3,256 Grandparents Day cards and gift packs in 33 schools and churches in Baltimore City in recognition of national grandparents; day. Students personalized the cards and presented them to grandparents in recognition of this day.
- Partnered with the Department of Recreation and Parks to host the Senior National Health and Fitness Day at the Reisterstown Road Plaza. Over 900 older adults attended this event which included a fitness walk, exercise demonstrations, health talks, giveaways and an on-site flu clinic; providing flu vaccines and information for all attendees.

Volunteer and Aging Services Program Data

| | FY'05(Actual) | FY'06(Estimated) |
|----------------------|----------------------|-------------------------|
| Number of volunteers | 724 | 796 |
| Volunteer hours | 92,000 | 110,000 |

CHALLENGES AND OPPORTUNITIES:

- Recruit more older adults to work in program areas such as the Senior Health Insurance Program and the Ombudsman Program, as these individuals provide a viable service and fill a much needed resource gap.
- Establish visibility in the community and partner with professional organizations including the Retired Teachers Union; Nurses Association, etc., to encourage more older adults to consider the option of volunteering.
- Explore the options of providing stipends and other incentives to volunteers.
- Work with a specialized group of volunteers who have extraordinary skills in special needs areas.
- Establish an ongoing data base and tracking program for volunteer recruitment and retention.

Intergenerational Activities - Ages On Stages

MISSION: To promote conflict resolution and encourage communication and understanding between teenagers and older adults through live performances and vignettes that demonstrate stereotypes and fears between the two generations. Ages on Stages creates a forum for training and intervention by targeting audiences in schools, senior center, nutrition sites and community-based conferences and workshops.

ACCOMPLISHMENTS:

- Provided over 80 performances to 350 individuals with tools to help with issues such as overcoming negative stereotypes between generations; enhancing self-esteem of older adults and youth; enabling isolated older adults to reinforce their sense of worth through interaction with teenagers; and providing a voice for caregiver.
- Provided volunteer opportunities for older adults and community service credit hours for students.
- Promoted CARE programs and services, and a greater awareness of older adult issues within the community through performances.

CHALLENGES AND OPPORTUNITIES:

- Demonstrate the importance of generations working together through continued vignettes to establish and build relationships between older adults, the community and the arts.
- Continue to perform skits addressing current issues through theater and improvisation for educating, communicating, and providing self esteem that bridge the generation gap.
- Explore partnership opportunities with other agencies/organizations interested in Intergenerational activities and programming.

Finance, Compliance, Planning And Operations Services

Budget and Fiscal Management

MISSION: To provide sound fiscal policies, procedures and practices that produce accurate, efficient and reliable financial information and insures an organization that is fiscally sound and responsible.

ACCOMPLISHMENTS:

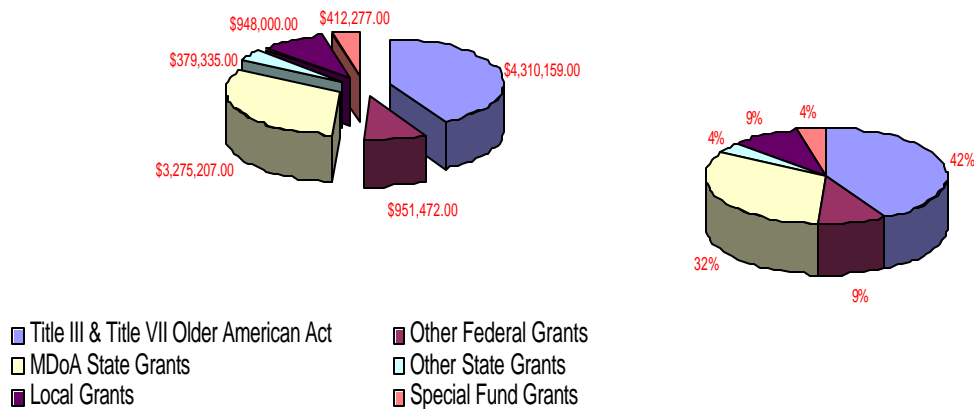
- Trained and mastered use of Baltimore City's ComPass System.
- Designed and implemented fiscal procedures to accurately record and maintain revenue.
- Develop a financial system that provides a true reflection of the financial status of the agency.

CHALLENGES AND OPPORTUNITIES:

- Provide sound and concise fiscal data.
- Train program managers, executive managers and other CARE staff in understanding fiscal procedures and fiscal reports.
- Ensure that all quarterly and annual financial reports are submitted accurately and on time.

FY 2005 Allocations

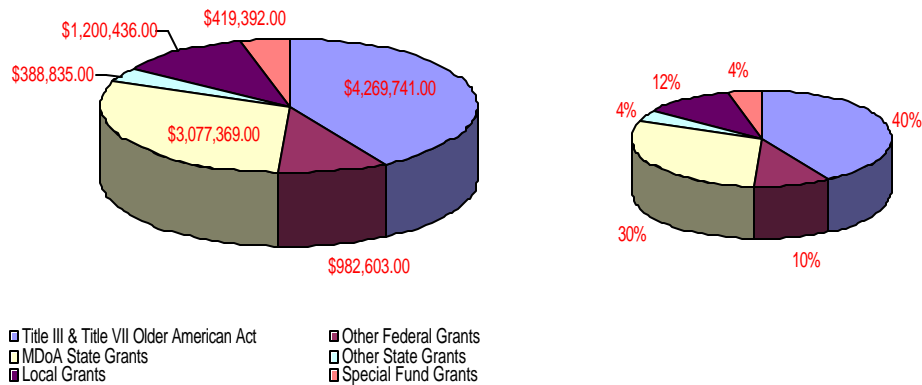
Total CARE 2005 Allocation = \$10,276,450



CHALLENGES AND OPPORTUNITIES

FY 2006 Revenue Projections

Total CARE FY06 Allocations = \$10,338,376



Disclaimer: Federal fiscal year covered during calendar year 2005 is October 1, 2005 through September 30, 2005. The state and local fiscal year covered during the calendar year 2005 is from July 1, 2004 through June 30, 2005.

Information Technology and Telecommunications

MISSION: To ensure efficient and appropriate implementation and utilization of computer technology to enhance productivity at CARE, thereby improving the quality and timeliness of services delivered to its internal and external customers. Additionally, computer technology is employed to help achieve CARE's overall agency goals and objectives.

ACCOMPLISHMENTS:

- Upgraded computer equipment to comply with the Mayor's Office of Information Technology's (MOIT) workstation standards.
- Upgraded physical network infrastructure between CARE's administrative offices and remote sites (senior centers) to improve network efficiency for software programs operating off site.
- Installed and configured an Automated Call Distribution (ACD) telephone system for the agency's Senior I & A and SHIP programs to handle multiple telephone inquiries, track program activities, and generate reports on call activity, staff utilization time and overall unit performance.
- Developed database and implemented system to enable calls through CARE created Senior Citizens Emergency Response Network (SCERN) and initiated automated ROBO calls from Mayor Martin O'Malley to over 2,100 older adults during heat related events in the City.

CHALLENGES & OPPORTUNITIES:

- Upgrade remote sites (senior centers) to high speed Internet connectivity through Comcast cable modems.
- Client activity tracking will evolve to a touch-screen environment for more accurate data collection (NAPIS reporting).

Contracts Management

MISSION: To provide managerial and technical expertise that will facilitate the preparation and processing of contracts, agreements and related documents, and assist the agency in accomplishing fiscal integrity and sound financial practices in contract negotiations, management and processing.

ACCOMPLISHMENTS:

- Implemented new and improved contract management system that has made the internal process more efficient.
- Implemented standard operating procedures for contract management.
- Developed a contract tracking report that provides updated status information for management staff.
- Organized and centralized master contract files for executive management staff.

CHALLENGES AND OPPORTUNITIES:

- Review and update standard operating procedures and guidelines for contracts.
- Continue to utilize internal procedures to facilitate timely contract approvals.
- Continue working with internal and external partners to ensure compliance with contract processing procedures.

Type of contracts managed by CARE:

| | |
|-------------------|--------------------------|
| Meal Service | Health Care Services |
| Consultant | Case Management Services |
| Employment | Sub-Grantee Agreements |
| Subsidy Program | Inter-Agency Agreements |
| Adult Day Care | Grantee Agreements |
| Caregiver Program | Revenue Agreements |
| Transportation | |

- Total number of contracts managed by CARE: 102
- Total dollar value of contracts: \$5,145,902.00
(*Employment and Consultant totals not included*)

Human Resources

MISSION: To assist the agency in improving its service delivery through appropriate staffing, training, development and customer service.

ACCOMPLISHMENTS:

- Updated and revised employee Handbook and Employee Dress Code Policy.
- Facilitated employee morale boosters.
- Coordinated with the City's Department of Human Resources Training Division to facilitate the following classes:
 - First Aid and CPR training
 - Fiscal training to include Excel training
 - Refresher course on Progressive Discipline
- Improved communication and relations between staff, management and HR.
- Trained and moved the agency to an electronic system for tracking and managing payroll.

CHALLENGES AND OPPORTUNITIES;

- Increase employee morale through monthly morale boosters and special events.
- Increase staff training and development opportunities.
- Work with the City Human Resources Division to evaluate the type of human services staff needed in the organization and create appropriate position to be responsive to the needs and changes in program management.

Legislative And Regulatory Review

MISSION: To advocate for older adults and work in tandem with various coalitions and agencies to screen, analyze and respond to all legislative issues that affect older adults in Baltimore.

ACCOMPLISHMENTS:

- Reviewed a total of 80 bills during the 2005 legislative session and provided responses to the Mayor's Legislative Task Force to support 15 House Bills and 6 Senate Bills.
- Testified in support of the Maryland Department of Aging's (MDoA) budget in both the House and the Senate during budget hearings.
- Provided information at the House Budget hearing of the uniqueness, challenges and special needs of older individuals living in Baltimore City.
- Testified in support of House Bill 311/Senate Bill 512 - bond bills requesting \$1,000,000 toward renovation for the Waxter Center. **The Waxter Center received \$100,000.**
- Testified in support of House Bill 1310/Senate Bill 675 – bond bills requesting \$1,000,000 for the Zeta Senior Center. **Zeta Senior Center received \$125,000.**
- Alerted the Mayor's Office of two provisions in HB 148/SB 127 (BRFA) that would negatively affect seniors: the first was the elimination of \$500,000 for Senior Centers and the second was no "hold harmless" for the City to replace lost federal funds. **The \$150,000 of Senior Center funds was restored.** The second provision provided "hold harmless" funds for rural counties which lost Older Americans Act federal funds but did not provide funds for Baltimore City. **\$52,770 was found to give to CARE in "hold harmless" funds.**
- Provided transportation and lunch for over 100 older adults to attend a United Seniors of Maryland press conference. **The 12% proposed reduction was reduced to 2%; funds were restored to Nutrition, Assisted Living. However funding was reduced in Medicaid Waiver, Information Technology and Senior Center Operating Funds.**

Bills reviewed and supported by CARE are listed in Appendix F.

CHALLENGES AND OPPORTUNITIES:

- Continue to advocate, testify, and lobby as appropriate, on behalf of older adults for aging related issues particularly those impacting urban elders.

Major Projects And Initiatives In 2005

INITIATIVE TO CREATE A CENTER FOR URBAN AGING SERVICES AND POLICY DEVELOPMENT

CARE has launched an Initiative and is seeking funding to create this center that will impact the fundamental way that services are designed, funded and delivered to older adults in an urban environment. The ultimate goal of the initiative is to impact public policy, impact health outcomes and focus on evidence based practice models of services and resources.

SENIOR CITIZENS EMERGENCY RESPONSE NETWORK (SCERN)

CARE, in partnership with other senior-serving organizations and city government agencies, created an emergency outreach and response network to address immediate, extreme weather related emergencies (this summer dealing with extreme heat conditions) which will be expanded and incorporated into a city-wide emergency response plan. SCERN utilizes a comprehensive data-base with appropriate details and consent agreements of older and vulnerable adults in the city who will be contacted both by robo-calls and live calls during weather related emergencies. The individuals will be advised about precautions to take, safe locations and who to call if there is need for assistance.

HURRICANE KATRINA

- Played a major role in assisting older adults affected by Katrina who were relocated to Baltimore.
- Deployed 2 staff to Jasper, Texas to assist with relief efforts.

PNEUMO & INFLUENZA VACCINES INITIATIVE

Partnered with Elder Health, HMO, Inc., the local health department, and Meals on Wheels of Central Maryland to educate older adults about the importance of receiving the pneumonia and flu vaccines; hosted a series of clinics throughout the city to administer vaccines; and implemented a program to reach homebound individuals to educate and inoculate individuals. Through this partnership 4,000 flu vaccines were administered; 200 individuals were educated and/or inoculated with the pneumonia vaccine.

PARTNERSHIPS WITH JOHNS HOPKINS HOSPITAL

- Bloomberg School of Public Health Guided Care Project – CARE serves as a resource for the Nurse assessor who guides the course of overall health care ensuring health care access to individuals in specific areas and access to resources through CARE.
- School of Nursing – provided home assessments and case management intervention to at risk older adults on a waiting list for services in the Senior Care program. The students also hosted a health expo at Stadium Place Senior Building in east Baltimore, providing information, health screens, and education to approximately 200 residents on the campus.
- Center for Aging and Health – Urban Aging Initiative

EXPERIENCE CORPS - BALTIMORE

Partnered with the Greater Homewood Community Corp., Inc., and Experience Corps to expand and grow the program which has resulted in evidenced-based results indicating positive health outcomes for participating older adults volunteers and improved test scores and behaviors for the children. CARE advocated for the \$250,000 investment from the City. CARE also supports the program through transportation resources (provide Taxi Card stipend for volunteers to travel to and from the schools); meal support; and educational opportunities (computer courses through the public senior centers at no cost to the volunteer).

UNIVERSITY OF MARYLAND SCHOOL OF PHARMACY

- Partnered with the Lamy Center to provide education and assistance to older adults regarding medication management and assistance with Medicare Part D outreach, education and enrollment.
- Partnered during the intervention for Hurricane Katrina – coordinated and facilitated coverage at the DuBurns Center for medication administration and assistance.

BENEFITS CHECKUP (BCU)

Screened approximately 200 persons age 55 and older for prescription drug coverage; mailed out another 300 applications and worked with community partners to utilize BCU to link persons to health care and appropriate prescription drug coverage.

MEDICARE PART D OUTREACH, EDUCATION AND ENROLLMENT

- Initiated the provision of education and outreach through seminars and health fairs to thousands of Medicare beneficiaries in preparation for the transition to the Medicare Part D prescription drug coverage that went into effect January 1, 2006.
- Partners with the Health Department to develop a safety net strategy for the 21,000 dual eligible Medicare and Medicaid recipients in Baltimore City who should have been automatically enrolled in a prescription drug plan.